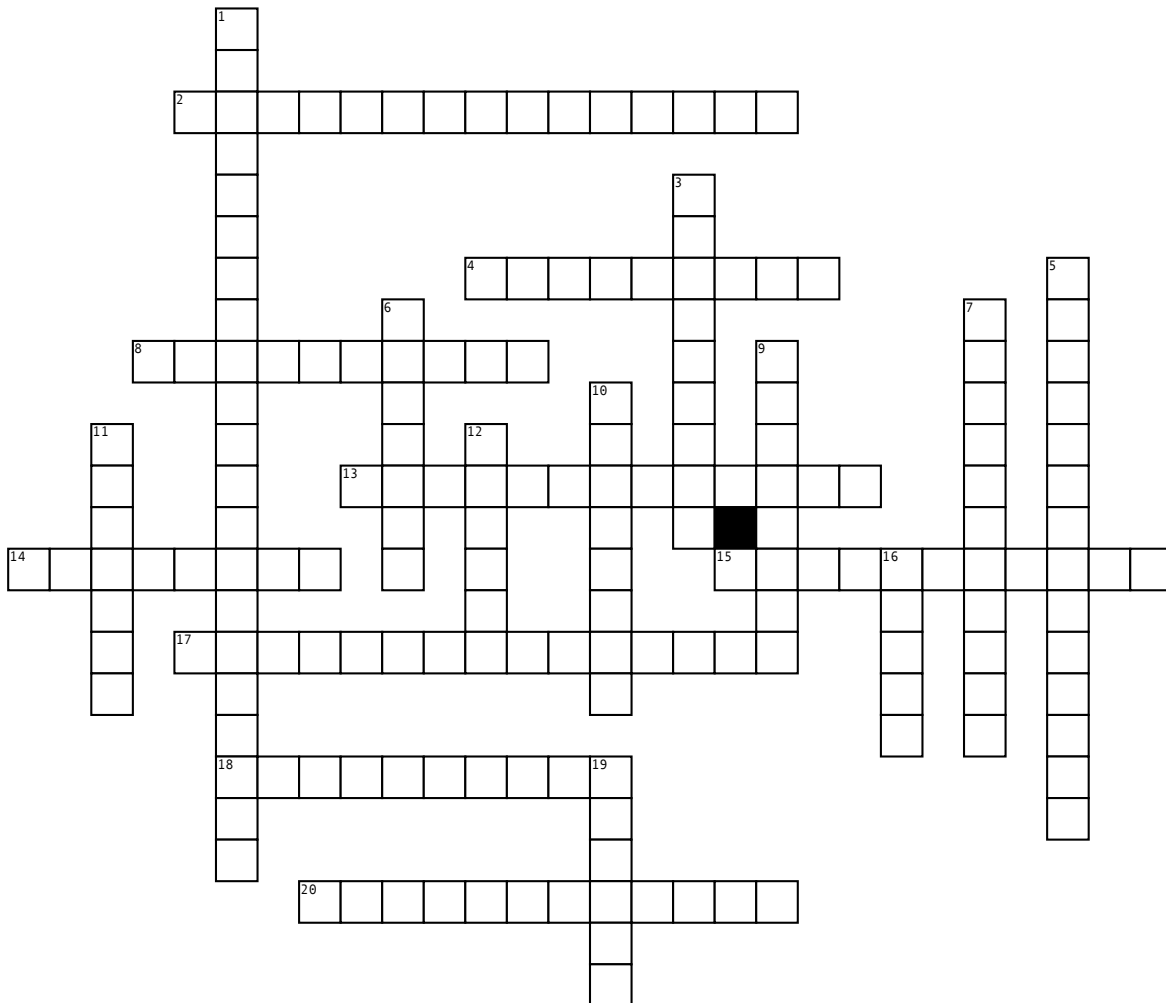


Name: _____

Professionalism Vocab



Across

2. conducting oneself according to the highest standards of industry

4. to say what we mean, to deliver what we promise, and to stand for what is right

8. quality or state of being certain

13. reliable, trustworthy, accountable, steady

14. response or opinion of a customer or the receiver of a service

15. being on time

17. treating the customer with utmost respect, listening to customer needs, providing the best product/service to meet customer needs

18. doing something on your own without being told or given special incentive

20. following a line of conduct as though it were a profession

Down

1. form used to grade the employee's work

3. individual's attitude toward work and dedication to completing a job

5. to speak up, without fear of retribution; to be accountable for one's actions

6. to treat one another with dignity, and fairness, appreciating the diversity of our workforce and the uniqueness of each person

7. to act or work with another or others, act together or in compliance

9. reflection of opinion, work ethic, initiative

10. cooperative or coordinated effort on the part of a group of persons acting together as a team or in the interests of a common cause

11. to be truthful in all our endeavors, to be honest and forthright with one another, with our customers and our community

12. a person who has commanding authority or influence, someone who keeps members focused on a goal, makes sure everyone understands the goal/task, watches the timeline, sets a good example

16. to build confidence through teamwork and open, candid communication

19. a set of moral principles, dealing with what is good and bad and with moral duty and obligation